

## EAST Search History

## EAST Search History (Prior Art)

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	3	"624223".apn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/07/08 19:20
L2	1	"624223".apn. and contiguous	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/07/08 19:20
L3	1	"624223".apn. and pending with transaction	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/07/08 19:22
L4	1	"624223".apn. and continuity	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/07/08 19:23
L5	19022	call adj center	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/07/08 20:45
L6	449	i5 and e\$mail with routing	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/07/08 20:45
L7	18	i5 and e\$mail with routing same (continue thread)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/07/08 20:46
L8	0	i5 and e\$mail with routing same pending with transaction	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/07/08 20:47
L9	18	i5 and e\$mail with routing and pending with transaction	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/07/08 20:47

L10	517	e\$mail with routing same agent	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/07/08 20:50
L11	54	e\$mail with routing same agent same transaction	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/07/08 20:50
L12	1510	707/736.ccls. or 379/265.11.ccls. or 705/11.ccls.	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/07/08 21:37
L13	468	I12 and effort	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/07/08 21:38
L14	40	I13 and agent same effort	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/07/08 21:38
L15	23	I14 and routing	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/07/08 21:38
S1	4	"6542602".pn. or "6707904".pn.	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 10:04
S2	155	379/265.05.ccls. or 379/265.06.ccls.	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 14:39
S3	99	S2 and internet	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 10:13
S4	73	S3 and (chat e\$mail)	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 11:06
S5	72	S4 and (number frequenc\$)	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 10:56

S6	29	S3 and (chat e\$mail) same (number frequenc\$6)	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 10:59
S7	3	S3 and (chat e\$mail) same (frequenc\$6)	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 10:59
S8	3	S3 and (chat e\$mail) same (initial adj contact \$3)	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 11:07
S9	3	S3 and (chat e\$mail) same (initial near3 contact\$3)	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 11:07
S10	3	S3 and (chat e\$mail) same (initial\$3 near3 contact\$3)	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 11:08
S11	0	379/265.06.ccls. and (chat e\$mail) same (initial\$3 near3 contact \$3)	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 11:09
S12	47	379/265.06.ccls. and (chat e\$mail)	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 13:04
S13	1	"6724887".pn. and duration	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 12:40
S14	1	"6724887".pn. and report	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 13:02
S15	12	email same chat same frequenc\$6	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 13:04
S16	930	email same frequenc\$6	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 13:04

S17	1	379/265.06.ccls. and (chat e\$mail) same frequenc\$6	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 13:05
S18	355	(monitor\$6 count\$3) same (chat e\$mail) same frequenc\$6	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 13:05
S19	24	(monitor\$6 count\$3) same (chat e\$mail) same frequenc\$6 and call adj center	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 13:09
S20	24	(monitor\$6 count\$3) same (chat e\$mail) same (frequenc\$6 number near3 exchange \$2) and call adj center	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 13:11
S21	374	(monitor\$6 count\$3) same (chat e\$mail instant adj messag\$6) same (frequenc\$6 number near3 exchange \$2)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 13:11
S22	62	379/265.05.ccls. or 379/265.06.ccls. and (e \$mail near3 frequenc \$4)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 13:17
S23	0	(379/265.05.ccls. or 379/265.06.ccls.) and (e \$mail near3 frequenc \$4)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 13:17
S24	81362	((e\$mail chat\$4 near3 frequenc\$4)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 13:17
S25	500	((e\$mail chat\$4) near3 frequenc\$4)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 13:18
S26	17	((e\$mail chat\$4) near3 frequenc\$4) same (client customer)\	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 13:18

S27	17	((e\$email chat\$4) near3 frequenc\$4) same (client customer)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 13:19
S28	1974	((e\$email chat\$4) near3 frequenc\$4) or (number near3 e\$email)) same (client customer)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 13:20
S29	30	(number near3 e\$email) same (client customer) same chat	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 13:20
S30	2	S2 and (e\$email chat) with statistic\$2	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 13:23
S31	48	(e\$email chat) with statistic\$2 same (number frequenc\$3) same (exchang\$3 transm\$6 receipt\$4 receiv\$4)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 13:51
S32	16	("6021428"   "6044395"   "6073165"   "6128646"   "6138146"   "6141695"   "6182059").PN. OR ("6356633").URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2006/01/03 13:32
S33	17	(US-20020080950-\$ or US-20030169856-\$). did. or (US-6058163-\$ or US-6404883-\$ or US-6366666-\$ or US-6408064-\$ or US-6603854-\$ or US-6640143-\$ or US-6650747-\$ or US-6700971-\$ or US-6724887-\$ or US-6754331-\$ or US-6904143-\$ or US-6480749-\$ or US-6535492-\$ or US-6597783-\$ or US-6356633-\$).did.	US-PGPUB; USPAT	OR	ON	2006/01/03 13:31
S34	0	S33 and e\$email with frequ\$7	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 13:31
S35	0	"6597783".pn. and frequen\$6	US-PGPUB; USPAT; USOCR	OR	ON	2006/01/03 13:32

S36	1	"6597783".pn. and number	US-PGRUB; USPAT; USOCR	OR	ON	2006/01/03 13:32
S37	498	agent same (customer \$2 client) same (e\$mail \$2 chat\$2) same (number frequenc\$4)	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 13:52
S38	23	agent same (customer \$2 client) same (e\$mail \$2 chat\$2) same (frequenc\$4)	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 14:00
S39	2	"6356633".pn. and customer	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 14:00
S40	9	S2 and (customer client) with (prior previous\$2 before) with contact\$3	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 14:46
S41	15	S2 and (agent) with (prior previous\$2 before) with contact\$3	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 15:15
S42	1	"6724887".pn. and list \$2	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 15:58
S43	1	("6724887".pn. or "6356633".pn.) and e \$mail near2 address\$3	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 16:00
S44	73	e\$mail with identif\$6 with (client\$2 customer \$2) with (agent\$2)	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 17:14
S45	77	707/104.1.ccls. and call near2 center\$2	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 17:24
S46	1	"624223".apn.	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 17:24

S47	2	"6870926".pn.	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 17:48
S48	2	"6289373".pn.	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 17:49
S49	2	"6771764".pn.	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/03 17:49
S50	1	"6724887".pn. and duration\$2	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/09/14 17:18
S51	3	e\$mall\$2 with effort with analy\$6	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/09/14 16:52
S52	1	"6724887".pn. and environmental	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/09/14 16:46
S53	0	e\$mall\$2 same effort same analy\$6 same word same count\$3 same (time duration)	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/09/14 16:54
S54	16	e\$mall\$2 same analy\$6 same word same count \$3 same (time duration)	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/09/14 16:55

S55	23	(US-20030169856-\$ or US-20020080950-\$ or US-20040044950-\$). did. or (US-6760727-\$ or US-6356633-\$ or US-6597783-\$ or US-6449356-\$ or US-6289513-\$ or US-6138139-\$ or US-6904143-\$ or US-6724887-\$ or US-6700971-\$ or US-6650747-\$ or US-6640143-\$ or US-6603854-\$ or US-6480749-\$ or US-6408064-\$ or US-6404883-\$ or US-6366666-\$ or US-6535492-\$ or US-6754331-\$ or US-6058163-\$ or US-6453038-\$).did.	US-PGPUB; USPAT	OR	ON	2006/09/14 16:59
S56	21	S55 and e\$mail\$2	US-PGPUB; USPAT	OR	ON	2006/09/14 16:59
S57	5	S55 and e\$mail\$2 same word\$2	US-PGPUB; USPAT	OR	ON	2006/09/14 17:00
S58	1	"6724887".pn. and count\$4	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/09/14 17:29
S59	6	e\$mail\$2 with words with minute	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/09/14 17:31
S60	712	words adj per adj minute	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/09/14 17:31
S61	29	words adj per adj minute with duration	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/09/14 17:33
S62	6922199	(type typing) words adj per adj minute with duration	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/09/14 17:33



S63	62	(type typing) same words adj per adj minute same duration	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/09/14 17:36
S64	13	(type typing) with tutor \$4 same rate	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/09/14 17:36
S65	12	(typing) same duration same words same minute	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/09/14 17:42
S66	51	typing with pace\$2	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/09/14 17:45
S67	396	e\$mail\$2 with duration \$2	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/09/14 17:46
S68	8	S67 with length	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/09/14 17:46
S69	31	agent same e\$mail\$2 same number same word\$2 same time	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/09/14 17:51
S70	37	expected same typing same rate	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/09/14 17:51
S71	1	"624223".apn. and effort	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 16:31
S72	0	effort adj rating same chat	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 10:53
S73	16	effort adj rating	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 10:56

S74	154	call adj center same performance same management	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:00
S75	74	call adj center with agent same performance same management	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:01
S76	0	call adj center with agent same performance same management same e \$mail same length	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:25
S77	290	(call adj center help adj desk) with agent same performance	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:06
S78	131	S77 and e\$mail	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:07
S79	8	S77 and e\$mail with length	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:16
S80	2891	(customer adj relationship adj management)	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:17
S81	0	(customer adj relationship adj management) and effort with rating	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:17
S82	778	(customer adj relationship adj management) and effort	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:17
S83	69	(customer adj relationship adj management) and effort same agent	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:17
S84	68	(customer adj relationship adj management) and effort same agent and e \$mail	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:19

S85	1	(customer adj relationship adj management) and rating\$2 same e\$mail same length	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:20
S86	38	(customer adj relationship adj management) and e \$mail same length	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:21
S87	39	(customer adj relationship adj management) and e \$mail same (number near3 word\$2 length)	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:21
S88	14	call adj center with agent same performance and e \$mail same length	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:27
S89	16	call adj center with agent same (productivity performance) and e \$mail same length	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:44
S90	21	(call contact) adj center with agent same (productivity performance) and e \$mail same length	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:49
S91	32	(call contact) adj center with agent same (productivity performance) same e \$mail	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:33
S92	26	(call contact) adj center with agent same (productivity performance) same e \$mail not S90	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:44
S93	0	(call contact) adj center same (productivity performance) same (e \$mail chat) same word adj count\$2	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:45
S94	2	(call contact) adj center and (e\$mail chat) same word adj count\$2	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:46
S95	3	(call contact) adj center and (e\$mail chat) same word adj frequency	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:48

S96	323	(call contact) adj center and (e\$mail chat) same word\$4	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:48
S97	14	(call contact) adj center with agent same (productivity performance) and e \$mail with word\$2	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:49
S98	14	(call contact) adj center with agent same (productivity performance) and e \$mail with word\$4	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:50
S99	6	(call contact) adj center with agent same (productivity performance) and chat with word\$4	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:55
S100	639	(e-mail chat) with (word adj count\$2 length)	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:56
S101	6	effort same (e-mail chat) with (word adj count\$2 length)	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 13:43
S102	6	(productivity accomplishment rating achievement) same (e-mail chat) with (word adj count\$2 length)	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:59
S103	6	(rating) same (e-mail chat) with (word adj count\$2 length)	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 11:59
S104	119	activity adj based adj costing	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 13:45
S105	0	activity adj based adj costing same e\$mail	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 13:44
S106	1	"624223".apn. and word adj content	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/21 16:31

S107	1	"624223".apn. and apparatus	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/28 11:48
S108	2	"6401092".pn.	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/28 11:48
S109	2	"6477701".pn.	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/28 11:49
S110	2	"6301585".pn.	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/02/28 11:49
S111	268	customer adj service\$2 with evaluat\$4	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 14:53
S112	23	customer adj service\$2 with evaluat\$4 same agent\$2	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 14:55
S113	10	customer adj service\$2 with rating same agent \$2	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 14:56
S114	2	customer adj service\$2 with rating same effort \$4	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 14:57
S115	14	705/7.cds. and agent same rating	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 14:59
S116	1	"624223".apn.	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:22
S117	336	705/7.cds. and customer adj service	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 14:59

S118	15	705/7.ccls. and customer adj service same effort	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:00
S119	8	customer adj service with (rate rating) with effort	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:01
S120	2	customer adj service with (rate rating) with star	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:02
S121	11	customer adj service same (rating rate) same star	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:04
S122	4	contact adj center with agent with rating	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:07
S123	6	contact adj center same e\$mail same evaluat\$4	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:10
S124	41	contact adj center same performance same report\$4	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:11
S125	152	379/265.06.ccls.	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:48
S126	25	379/265.06.ccls. and rating	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:13
S127	16	379/265.06.ccls. and rating and (e\$mail chat)	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:11
S128	35	379/265.06.ccls. and effort\$4	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:13

S129	4	379/265.06.ccls. and (rating rate) same (e \$mail chat\$4)	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:16
S130	84	379/265.06.ccls. and (rating rate)	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:16
S131	53	379/265.06.ccls. and (rating rate) with agent	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:17
S132	59	379/265.06.ccls. and evaluat\$4 with agent	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:17
S133	50	379/265.06.ccls. and evaluat\$4 with performance	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:17
S134	1	"624223".apn. and asynchronous	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:23
S135	10095	contact adj center	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:23
S136	4	e\$mail adj contact adj center	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:26
S137	0	technical adj support adj center with agent with evaluat\$4 same e \$mail	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:26
S138	0	technical adj support adj center with agent with evaluat\$4	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:26
S139	6	technical adj support adj center with agent	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:29

S140	8291	measur\$4 with effort	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:29
S141	0	measur\$4 with effort with typ\$4 with e\$mail	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:30
S142	5	measur\$4 with effort with e\$mail	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:30
S143	191	non\$real\$time adj communication	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:31
S144	8	non\$real\$time adj communication same evaluat\$4	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:31
S145	301	time with respond with e\$mail	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:50
S146	7	time with respond with e\$mail same evaluat\$4	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:49
S147	1	time with compose with e\$mail with word adj count	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:51
S148	1	time with compose with word adj count	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:54
S149	2	time with compose same word adj count	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:54
S150	0	time with write with e \$mail with word adj count	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:55



S151	86	time with write with e\$mail	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:55
S152	1	(measur\$4 evaluat\$4) with time with write with e\$mail	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:55
S153	1	(measur\$4 evaluat\$4) same time with write with e\$mail	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:56
S154	3	(measur\$4 evaluat\$4) same time same write with e\$mail	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/01 15:56
S155	32	(measur\$4 evaluat\$4) same time same writ\$4 with e\$mail	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/02 11:52
S156	115	call adj center same e \$mail same (skill evaluat \$4)	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/02 11:53
S157	41	call adj center same e \$mail same (skill evaluat \$4) same (respond response)	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/02 12:05
S159	0	call adj center with simulation same e\$mail	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/03 12:00
S160	1	"6724887".pn. and average	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/03 12:07
S161	19	call adj center same average near3 hold near3 time	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/03 12:08
S162	133	call adj center same average with time with agent	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/03 15:28

S163	4	call adj center same total with response with time with agent	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/03 12:34
S164	1	"6724887".pn. and sale	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/10/03 15:28
S165	7815	707/100.ccls.	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2009/07/07 13:14
S166	1392	S165 and effort	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2009/07/07 13:14
S167	398	S166 and writing	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2009/07/07 13:14
S168	59	S167 and typing	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2009/07/07 13:14
S169	204	performance with monitor\$4 with writing	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/01/17 12:14
S170	355	705/11.ccls. and effort	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/01/17 12:16
S171	8	705/11.ccls. and effort same writing	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/01/17 12:17
S172	30	705/11.ccls. and effort same respon\$4	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/01/17 12:18
S173	8	705/11.ccls. and labor same (writing write e \$mail)	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/01/17 12:21

S174	111	labor same (writing write e\$mail) same (respond response)	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/01/17 12:22
S175	10	labor same (writing write e\$mail) same (respond response) same (analyz\$4 measur \$4)	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/01/17 12:22
S176	2	labor same (writing write compos\$4) same e \$mail same (respond response)	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/01/17 12:24
S177	2858	asynchronous with transaction	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/01/17 12:25
S178	0	asynchronous with transaction same labor	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/01/17 12:25
S179	820	asynchronous with transaction same time	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/01/17 12:25
S180	63	asynchronous with transaction same time same performance	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/01/17 12:25
S181	13	email and asynchronous with transaction same time same performance	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/01/17 12:26
S182	0	measur\$4 same labor same writing same e \$mail	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/01/17 12:27
S183	114	measur\$4 same effort same writing	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/01/17 12:30
S184	48	measur\$4 same productivity same writing	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/01/17 12:32

S185	13	705/11.ccls. and productivity same (writing e\$mail)	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/01/17 12:33
S186	93	measur\$4 same productivity same (writing e\$mail)	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/01/17 12:33
S187	598	(measur\$4 track\$4 analyz\$4) same e\$mail same handling	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/01/17 12:37
S188	0	(measur\$4 track\$4 analyz\$4) same e\$mail same handling same agnt	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/01/17 12:37
S189	9811545	e	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/01/17 12:37
S190	88	(measur\$4 track\$4 analyz\$4) same e\$mail same handling same agent	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/01/17 12:37
S191	0	"6356633".pn. and display\$4	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/01/17 12:55
S192	1	"6724887".pn. and display\$4	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/01/17 12:55
S193	1	"6895438".pn. and display\$4	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/01/17 12:59
S194	8816	707/100.ccls. or "705". S179.ccls. or 379/265.11.ccls.	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/01/17 14:18
S195	9758	707/100.ccls. or 705/11. ccls. or 379/265.11. ccls.	US-PGRUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/01/17 14:18

S196	4	S195 and track\$4 with e \$mail with handling	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/01/17 14:19
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